

## Reporting a white-collar crime

All investigations begin with the filing of an initial report. Initial reports may be completed:

1. Station report at any Bernalillo County Sheriff's Department substation.
2. Calling the Bernalillo County Sheriff's Department non-emergency number (505) 798-7000.
3. Telephone Report Unit at (505)

A deputy must collect all original documents. Please protect originals by placing them in a resealable plastic bag.

Shortly after an initial report has been completed, case letter will be mailed. Case letters result from a preliminary screening of the initial report. Case letters list a variety of documents that must be collected and mailed within thirty days of receipt of a case letter. Upon receipt of the appropriate documents an investigation will be initiated.

All documents, excluding originals, must be forwarded to:

Bernalillo County Sheriff's Office  
Attention: White Collar Crimes Unit  
P.O. Box 25927  
Albuquerque, N.M. 87125

Please use the following guidelines to assist you in collecting the documents relevant to your incident.

### CREDIT CARD GUIDELINES

Credit card crimes are defined by New Mexico State statute sections 30-16-25 thru 38 and you may view the text at the Bernalillo County Sheriff's Department website. Credit card crimes typically involve the unauthorized use, possession or sale of credit cards. Credit card crimes are specific to each situation and as a result various documents are necessary to establish what is commonly referred to as "the paper trail". Documents in the following categories, while not exhaustive, must be forwarded to the BCSO White-Collar Unit before an investigation can be initiated.

1. **Event Chronology.** Complete a chronology of events illustrating what happened, when it happened and who was involved.
2. **Records related to proof of purchase.**
  - A. Sales Drafts. The receipt signed by a cardholder when making a purchase. This draft is maintained by a merchant and is available to you through your credit card company.
  - B. Merchant receipt resulting from a purchase. This receipt this what was purchased and is available to you from either the merchant or your credit card company.

**3. Credit card statements.**

- A. The cardholder's statements encompassing the period of unauthorized use.

**4. Fraud Affidavit and statements.**

- A. This should include your affidavits sent to each credit bureau, Credit Card Company, bank fraud department etc.
- B. The contact name and telephone number for the assigned fraud investigator or person the unauthorized use was reported to including the dates of contact.

**5. Surveillance Video Tapes.**

- A. Obtain the surveillance tapes for the purchase locations, ATM's, banks etc. where each unauthorized purchase was made.
- B. Frequently merchants and financial institutions will release surveillance tapes to only law enforcement. If this happens to you, please contact the security or loss prevention department, inform them of a pending investigation, provide them with your incident number and request them to maintain the tapes until contacted by the Bernalillo County Sheriff's Office.
- C. Record the name, date, time and contact telephone number for the person you spoke with regarding the surveillance tapes.

**6. Other Records.**

- A. Credit card applications. All unauthorized credit card applications or unauthorized changes to your credit card account. Be sure to get an updated credit report in order to check for any unauthorized activity in this regard.
- B. Delivery Records. Dates, times, destinations of all products shipped and tracking numbers, signatures or delivery confirmations.
- C. Bank statement (ATM, debit cards) reflecting the unauthorized transactions.
- D. Names and contact numbers for witnesses.
- E. Phone bills paid for with unauthorized use. (eg. cell phone statement issued to a customer)
- F. Other utilities paid for with unauthorized use.
- G. Purchase orders, reservation confirmations, account verifications, etc.
- H. Any other document reflecting the unauthorized use of a credit card.
- I. Employee reconciliation sheets, cash reports, or records that are specific to your operation that establish the unauthorized use.
- J. Job Application and time card (for employers reporting crimes). Date of employment and duties.

**Please note the name, date, time and telephone number for each person you contact regarding your case.**